

Bass Week 2010 - Questionnaire Feedback

BOOKING, RECEPTION & ARRIVAL

Q01) Did you pre-book, take advantage of the discount?

r01: pre-booked	49	94%
r01: didn't pre-book	3	6%

Q02) Did you receive sufficient information on the event?

r02: yes	48	92%
r02: no	4	8%

Q03) When you arrived on site did you receive sufficient information on the event?

r03: yes	50	96%
r03: no	0	0%
r03: Don't know/didn't read it	2	4%

Q04) Upon arrival were you happy with the welcome and initial instructions given?

r04: yes	51	98%
r04: no	1	2%

Q05) Were the reception cabin opening times adequate?

r05: yes	40	77%
r05: no	1	2%
r05: not required	10	19%

Q05t) General comments on booking/reception

r05t: Booked well in advance but camping spaces were let on a 1st come 1st serve basis, regardless of whether they had pre-booked. Had to find alternative camp site

r05t: Didn't use it

r05t: Excellent

r05t: excellent

r05t: fantastic, very helpful

r05t: Friendly and helpful - even at 6.45pm on Friday in the rain

r05t: I arrived mid day on Monday, so the cabin was closed, but found someone to help me out at the club

r05t: I arrived on Monday when Reception was closed. However I was well looked after by the club officers once I'd found them.

r05t: I heard there were lots of errors on entry fees - could a spreadsheet be designed for entries and linked to the website?

r05t: information this year better than last years

r05t: Superb

r05t: Very efficient

r05t: Very good

r05t: Very good, no queue.

r05t: We arrived on Sunday afternoon as we attended a wedding on Saturday, reception closed which is understandable, it may have been nice to have a note on the portacabin suggesting we could pick up details/pack from someone on site - no real problem however as we did race on the Sunday and got the pack on Monday morning.

r05t: Well informed. I arrived after the reception was closed so rang the number and a warm welcome was given.

r05t: Well organised as usual and a very warm welcome.

CAMPING/CARAVANNING

Q06) How long did you stay on site?

r06: 9 days	38	73%
r06: weekdays	4	8%
r06: weekends	1	2%
r06: 1/2 nights	1	2%

Q07) Where did you stay

r07: caravan	14	27%
r07: motorhome	5	10%
r07: tent	22	42%
r07: off site	8	15%

Q08) Where did you camp?

r08: back field	15	29%
r08: middle field	15	29%
r08: lake view	4	8%

Q09) Did you have sufficient space around your tent?

r09: yes	14	27%
r09: no	1	2%

Q10) Did you make use of the family only camping area?

r10: yes	8	15%
r10: no	30	58%

Q11) Do you think that the family only camping area should be retained for future years?

r11: Yes	33	63%
r11: no	3	6%

Q12) Was there adequate parking this year?

r12: Yes	31	60%
r12: no	13	25%

Q13) Everyone was asked to only bring one car to Bass Week this year if at all possible, however we appreciated that this would not be possible in all instances. How many cars did you bring this year?

r13: 1 car	37	71%
r13: 2 cars	8	15%
r13: >2 cars	1	2%

Q14) Were you unduly disturbed by noise from adjacent campers?

r14: yes	4	8%
r14: no	37	71%

Q15) Were you unduly disturbed by noise from the evening entertainment?

r15: yes	3	6%
r15: no	37	71%

Q15t) General comments on camping/caravanning at the regatta.

r15t: Allocation of tent spaces might help (if possible)

r15t: didn't camp or bring car onsite

r15t: Generally good - although I said yes there was enough space, it was quite tight - although I didn't feel too little to say no!

r15t: Grounds maintained to an excellent standard. Can be bit noisy from revelers leaving entertainment but to be expected when people are enjoying themselves. Children congregating around the flag pole from 10 ish in the evening was very noisy.

r15t: hordes of young kids using portaloos as adventure playground were very noisy and the loos were disgusting

r15t: I didn't bring a car. Organisation of camping/caravanning space seems to get better each year

r15t: It was a bit of a shame that some (young men) did make a lot of noise as they left the discos

r15t: Lots of room for a BBQ. Fantastic evening entertainment and atmosphere.

r15t: No car as motorhome, was not aware of family camping area!

r15t: no room on family site so had to camp on main site. Noise late at night spoilt our stay slightly.

r15t: Overcrowded, and chaotic with cars- Need seperate parking/ Camping areas

r15t: Space always seems to be not quite enough. If I try to keep some space by my van, there always seems to be someone who must park in it.

r15t: Tent area was a bit chaotic

r15t: The tents are pretty crowded in, but accpet that as many people as poss should be able to enjoy the event

r15t: There was noise some nights/early mornings (mainly weekends) - groups of people leaving the clubhouse to return to camp or visiting the portacabin toilets.

r15t: We camped off-site.

r15t: we did not camp

r15t: Well organised from our point of view.

SITE SERVICES

Q16) The Club made more space near the lake for visitor boat parking this year. Were you aware?

r16: aware and used 30 58%

r16: aware no space 5 10%

r16: not aware 15 29%

Q17) Did you use the outside sinks for washing dishes?

r17: yes 34 65%

r17: no 11 21%

Q18) If so, were they adequate for your needs?

r18: yes 35 67%

r18: no 0 0%

Q19) Do you think there are enough water taps on site?

r19: yes 40 77%

r19: no 2 4%

Q20) Do you think there are enough WC's on site (including those in the clubhouse)?

r20: yes 46 88%

r20: no 5 10%

Q21) The club has recently improved the hot water facilities. Were you happy with the quality and temperature of the wash & shower facilities?

r21: yes	33	63%
r21: no	15	29%
r21: not used	4	8%

Q22) The club works hard to maintain high standards of cleanliness for the clubhouse and grounds. Were you happy with the levels of cleanliness attained?

r22: yes	52	100%
r22: no	0	0%

Q23) Did you use the grocer who attended site each day?

r23: yes	18	35%
r23: no	32	62%

Q24) Did you use the drying facility?

r24: yes, ok	0	0%
r24: yes, inadequate	2	4%
r24: no, inadequate	4	8%
r24: not required	37	71%
r24: Didn't know there was one	8	15%

Q24t) General comments on site services:

r24t: A bin for rubbish by the washing up sinks would be good - sinks were often clogged with debris, drying facility didnt look like it would dry much - one very small fan?

r24t: A new freezer for campers ice blocks would be useful

r24t: could do with an additional freezer for freezer bag packs, if possible

r24t: Could have done with a rubbish bin next to the sinks - people might have tidied up after themselves a bit better.

r24t: Could installing spinkler taps on the sinks help to conserve the hot water for the showers rather than waste hot water at the sinks?

r24t: didn't stay on site but used some facilities

r24t: Excellent

r24t: had to que a long time to wash dishes on various occasions.

r24t: It would be worth buying another freezer for the ice blocks for next year

r24t: Not enough hot water for lady competitors after racing, very good at other times, morning late evening etc.

r24t: Pretty Good generally

r24t: Q21 - showers were cold only once. Electric shower not working.

r24t: Rather than short term fixes perhaps the club should put some future planning into improving the toilet facilities in the club house

r24t: showers often ran cold after a while

r24t: Some bins next to the sinks would be good. Lots of rubbish left there, however, I am aware this then needs volunteers to help empty them.

r24t: the container didn't managed to dry anything.

r24t: This is a sailing club and what is provided is very impressive. The showers were rarely hot, although I appreciate that you do what you can - they are in constant use during the day so by the time sailors come in, there is little hot water left. Perhaps an electric shower would be good for when there really is no hot water left?

r24t: We used the club house only, for food etc and bathroom facilities.

SAILING

Q25) How much sailing did you do?

r25: incl, sailed all	32	62%
r25: incl, sailed some	8	15%
r25: weekend	2	4%
r25: midweek, sailed all	1	2%
r25: midweek, sailed some	3	6%
r25: some races	4	8%

Q26) In addition to glassware prizes this year there was pottery, wine and whisky. What type of prize would you prefer?

r26ca: any	35	67%
r26cb: glassware	9	17%
r26cc: pottery	1	2%
r26cd: wine	11	21%
r26ce: whisky	6	12%

Q27) This year we allocated helms into gold or silver fleets and awarded some prizes accordingly. Is this considered reasonable?

r27: yes prize winner	22	42%
r27: yes (non prize winner)	24	46%
r27: no prize winner	2	4%
r27: no non prize winner	1	2%

Q29) Do you think the rescue facilities were adequate?

r29: yes	48	92%
r29: not in extreme conditions	3	6%
r29: no	0	0%

Q30) What changes to the fleet starts would you make (If any)?

- r30t: calculate average pn of medium handicap fleet, if lower than laser fleet start them before in the start sequence.
- r30t: Found signals confusing. Told one thing at pre-race meeting and committee boat did something different
- r30t: flying 15's should start before RS 200's as they cause problems when overtaking the RS fleet
- r30t: Flying fifteens should start ahead of RS 200s they are a faster boat and I fail to see reason for changing sailing instructions.
- r30t: get rid of the enterprises
- r30t: Have more merged starts
- r30t: If there is a general recall, that fleet should go to the end of the queue thus not affecting other starts.
- r30t: Is it worth reversing the order of the fleet starts?
- r30t: maybe have an asy fleet including the 200's?
- r30t: Separate class flags so that they are easier to see - laser flag quite small and difficult to see - minor point
- r30t: swap the rs 200's and the 15's starts

Q30t) General comments on Sailing:

r30t2: all kept well in hand by roy and team

r30t2: Although I reckon the Sailing Secretary gets a lot of questions during the week - not all possible eventualities need to be covered in the briefing

r30t2: Ask children to demonstrate a working knowledge of sailing rules on the water before being allowed entry.

r30t2: Awesome.

r30t2: Enjoyable, although markers need to be larger and clearer

r30t2: Excellent as usual

r30t2: Excellent race organisation.

r30t2: Excellent sailing program - only disappointment was the 'over 60s' race - we thought it was just the helm!

r30t2: Fantastic - once I had discovered where the marks were. - took a few days!

r32t: fantastic coaching facilities

r30t2: Fantastic to have so many boats on the lake at once!!!

r30t2: Generally very good, lots of different courses - although we did feel that sometimes they resulted in fleets crossing each other so often, from a variety of directions that incidents with other boats on different legs were inevitable. As experienced sailors, we were ready for this but still had to take late avoiding action on occasions.

r30t2: Good exciting sailing and well organised sailing committee

r30t2: Great - varied and interesting (not many gybe marks.....) lovely surroundings. Etiquette on the water was generally considerate and forgiving considering the numbers of boats, range of experience (or lack of) and classes. At initial briefing, could someone display the fleet flags and explain the procedure for changing rigs (i.e. laser fleet)

r30t2: Had a fantastic time getting to know my new boat

r30t2: My son sailed in his Topper and had a marvelous time, we enjoyed watching the races etc.

r30t2: Publish courses on shore so later-starting fleets do not have to launch so early. Changes to pursuit races very welcome. Instruction to hold station after end-of-race signal will make it even better. (all legs except beat)

r30t2: ran well quite intense for family members who were not sailing

r30t2: simpler courses would help, very difficult to write down course on tippy singlehanded boat when it is only available 6 mins before the start, and difficult to remember where bouys are and where you are in the lap!

r30t2: Some of the slow handicap races were a bit long ...

r30t2: Superbly organised

r30t2: superbly run so ..

r30t2: too scary for me (novice) but son sailed all races and with one exception had a fab time

r30t2: very good

r30t2: very good

r30t2: Very well organised

r30t2: well organised racing and a move to completing Pursuit races properly was welcomed. I cant remember that many boats competing in the pursuit races for many years. Feedback from sailors was welcomed from the sailing team and shows signs of a club moving forward.

r30t2: When a Race Officer spends a long time on deciding a course it makes it very hard for the topper and mirror fleets as they are then on the water a very long time although they might not mind this, this is just a comment I am making.

RACE COACHING:

A programme of race coaching was introduced this year, with the RYA coaching juniors throughout the mid week and Trident UK running sessions on the Monday morning.

Q31) Did any members of your party participate in the coaching arranged?

r31: rya	9	17%
r31: trident	2	4%
r31: both	1	2%
r31: no	40	77%

Q32) Would any members of your party be interesting in receiving coaching in future years?

r32: junior	6	12%
r32: adult	8	15%
r32: both	9	17%
r32: no	21	40%

Q32t) General comments about the coaching programme

r32t: Didnt need it but it is a brilliant added extra

r32t: Excellent facility

r32t: Fantastic idea!

r32t: Great coaching programme, but found explanations from coach complex for younger participants

r32t: Heard positive feedback from everybody involved - sounds like it worked a treat

r32t: I could not get to sailing club in time for adult training (mon morning), so could it be held later on the Mon?

r32t: I understand it was very good, enjoyable and well received. We could potentially use it in future years as the children get older.

r32t: I would have been interested in adult coaching but I didn't have my boat with me as I crewed for a friend. Would it have been possible to have hired a topper for the training session.

r32t: Learnt a lot - but still more to learn.

r32t: Monday didn't have very good winds so it may be an idea to be a little more flexible when the event takes place

r32t: RYA Coach did a great job with the numbers involved.

r32t: Seemed an excellent idea and well received

r32t: Seemed very good however we didn't take part.

r32t: The briefings before and after the races were useful.

r32t: Trident coaching very good even without any wind!

r32t: would have answered Yes to adult coaching also but won't let me! RYA guy fab but stretched!

ENTERTAINMENT & BAR:

Q33) Do you think there was enough children's entertainment?

r33: yes	27	52%
r33: no	1	2%
r33: not relevant	23	44%

Q34) Do you think there was enough evening entertainment?

r34: yes	51	98%
r34: no	0	0%
r34: too much	1	2%

Q35) Were you happy with the start and finish times for the entertainment?

r35: yes	33	63%
r35: no	3	6%
r35: about right	14	27%

Q36) Were you happy with the bar opening and closure times?

r36: yes	47	90%
r36: no	4	8%

Q37) Do you have any ideas for alternative entertainment?

r37t: Club night

r37t: folk night seemed popular when run previously

r37t: Karaoke, Hypnotist, anything but a folk night!

r37t: Not really

r37t: only 2 weekend discos and have jazz band, crooner, lookie likie singer or other ;live music thats in addition to the midweek one but not quite as loud. Also, The Packmen used to be good years ago so maybe something like them.

r37t: Personally I would prefer a quiet bar with no entertainment at all. But perhaps that's grumpy-old-man-speak!

r37t: pre-planned Fancy dress nights - e.g. rave night / pirate night. some form of charity auction maybe (not for Gary Mansell though). shot of vodka night

Q37t) General comments on entertainment & bar:

r37t1: A more general lager (aswell as Stella) would be welcomed for the quieter nights!

r37t1: All well received and organised

r37t1: Bar closed too early. Not enough stock.

r37t1: brilliant discos and Bass Has Got Talent

r37t1: didn't seem to be as much drunkenness as in previous years

r37t1: DJ enterprise is great but how about somebody new for one of the nights - I hear a couple of the Gebhards dj

r37t1: Enjoyed the car treasure hunt and the quiz.

r37t1: Fine

r37t1: Good ents for ladies, maybe offer more for non-sailing dads.

r37t1: It all seems to go on far too late encouraging late drinking and consequent rowdiness in the campsite.

r37t1: Kiddies out earlier for the adult entertainment to start.

r37t1: lager was too strong

r37t1: Needs to open later

r37t1: the fire engine was a miss this year, the person doing the multi sports wasn't very good with the youngest ones and could have done more for them as the older children generally entertain themselves or are sailing

r37t1: We enjoyed ourselves - the children had a great time - there was loads for them to get involved in and do and they loved it!

r37/r1: well done to everyone, the band and DJ were good as always. I can't believe you are a club made up of so many people who are willing to work voluntary to man the bar etc.

AND FINALLY:

Q38) Do you think that the cost of the week represents good value for money?:

r38: yes	35	67%
r38: no	0	0%

Q39) Did you have cause for complaint this year?:

r39: no	0	0%
r39: yes, not reported	0	0%
r39: yes, dealt with	0	0%
r39: yes, not dealt with	0	0%

Q40) Will you be returning to a future Bass Week?:

r40: yes	0	0%
r40: no	0	0%
r40: possibly	0	0%

Q41) Are you happy to be contacted to discuss any comments further?:

r41: yes	0	0%
r41: no	0	0%

Q41t) Any other comments that may be useful to the organisers for the future:

r41t: 1) Either enforce or remove the rule about riding bikes in front of the clubhouse. 2) State which races are likely to go up the lake (or publish course as mentioned above). 3) Review GP14 handicap for pursuit races.

r41t: A better freezer for ice packs would really help (said this last year too !)
r41t: An extra field for either parking or camping would relieve congestion. The cars of competitors who were not staying on site and visitors cars sometimes caused problems.

r41t: Awesome week. Great value for money and Bassenthwaite Sailing Club members continue to make it better and better.

r41t: charge more for caravans (supply and demand) and make sure stella price doesn't increase (higher turnover) - :)

r41t: more communication on the start time of the prize giving, particularly if the proposed start time is changed. We sat around for 1hour 20 minutes, no knowing what was happening. Had to change the dinner reservation and did have time to change for dinner, due to the delay incurred. otherwise excellent all round

r41t: More organised camping and parking facilities. Give priority to people who prebook and limit camping spaces when limit is reached. Much stricter on categories of tents so that space allocation relates to size of tents.

r41t: NO BIKES FOR KIDDIES ON SITE, they have no safety awareness or care for property. I was nearly ran over several times and saw them crash into boats, laugh and cycle away (and yes, I probably am a mean anti-kiddie person so feel free to ignore this!).

r41t: Re prizes - at our club we have a charity donation option - in lieu of prizes - perhaps this could be considered at Bass week. Difficult to arrange perhaps, but here one suggestion - that prize winners receive their glassware as normal but can return them after the prizegiving or at some stage in the week. The club could then make a donation of the amount saved from glassware returns to an appropriate charity eg RNLI - Obviously you would end up with surplus glassware but this could be retained and used the following year. I for one would prefer all my prizes to be used to fund a donation. John Hainsworth - Swarkestone

r41t: superb organisation, everyone very friendly & helpful thanks

r41t: I thank you for all your hard work.....everything seemed to run perfectly. Wonderful!

r41t: Thanks for the hard work and warm welcome.

r41t: we had a great time - it was just as I remembered, having not been for about 20 years (!). Tom is a convert and the children are already planning our trip for next year. The members work incredibly hard before, during and after to make it a success, thank you.

r41t: We've been coming for a number of years and are always impressed by how well the event is organised.

r41t: Whilst I thought the event is excellent value for money overall, I think it is worth considering a reduced entry fee for juniors (Under 18). The racing for a topper was £62 the same as an adult single hander. I think a reduced junior fee would encourage many of the juniors who took part in the RYA training to move into the racing.